

EMERGENCY SHELTER AND HOMELESS COORDINATION COMMISSION ANNUAL REPORT JULY, 2002 –JUNE, 2003

“Home in wooded setting, deck, views, open concept, secluded. No phone calls. Serious inquiries only.”



New Hampshire's homeless have no amenities.

**NEW HAMPSHIRE DEPARTMENT OF HEALTH AND
HUMAN SERVICES
DIVISION OF BEHAVIORAL HEALTH
OFFICE OF HOMELESS AND HOUSING SERVICES**

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This report was edited and designed by Robert Sparks and Martha Young, Office of Homeless and Housing Services, and J.O. White, Division of Behavioral Health.

Letter from the Chair

Dear Friends,

On behalf of New Hampshire's Emergency Shelter and Homeless Coordination Commission, once again it is my privilege to present this Annual Report for State Fiscal Year 2003, which ended June 30th. The



report provides just a glimpse into the problem of homelessness in New Hampshire. The information included is based only on data provided by state-funded homeless service providers and, consequently, does not fully capture the size and scope of this social tragedy.

The extraordinary efforts of the providers, their staff, and volunteers continue unabated under the pressure of the ever-increasing requests



for services. Major challenges continue to face the homeless service system. Although shelter capacity has more than doubled since 1992, the length of stay has more than tripled, and bednights have more than quadrupled. It is apparent that affordable housing is not available for the least wealthy segment of New Hampshire's population. However, we cannot be discouraged and we must continue to do all in our power to lessen and eventually overcome this tragedy.

Our sincere thanks to all of you who have joined in our efforts to combat homelessness. Your hard work has made a difference in the lives of those less fortunate.

Sincerely,

Harold R. Acres
Chair

Emergency Shelter and Homeless Coordination Commission

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Executive Summary

This Emergency Shelter and Homeless Coordination Commission Report for State Fiscal Year 2003 (SFY '03), July 1, 2002 through June 30, 2003, includes information on homeless programs administered by the



(Photo by Preston Heller)

New Hampshire Department of Health and Human Services, Division of Behavioral Health, Office of Homeless and Housing Services (OHHS). All homeless activities undertaken by the State are accomplished through contracts to nonprofit providers statewide with guidance from the Emergency Shelter and Homeless Coordination Commission. Funding for state-supported homeless activities is provided by the State of New Hampshire, the US Department of Housing and Urban Development (HUD), and the US Department of Health and Human Services.

Population and Median Family Income (MFI) continued to rise in SFY '03, as did New Hampshire's emergency shelter activities, driven by the State's persistent shortage of affordable housing. This shortage is indicated in certain ways. First, a statewide rental vacancy rate for two-bedroom apartments holding at a statistically negligible rate of less than 1% (equivalent to "no vacancy") and median statewide two-bedroom gross rental costs that rose 5.4% to \$932. This median has risen by more than a third in the last five years. Significantly, in 2003 only 15.4% of the State's two-bedroom apartments were affordable to very low and extremely low-income households, according to the New Hampshire Housing Finance Authority. This figure has remained stable over the last few years. At the very bottom, we have 10% of the population trying to fit into 0.7% of the rental housing. Second, the median purchase price paid for new homes in 2002, the last year with complete data, has increased 7.2% from \$242,533 to \$259,900 and 19.93% for existing homes from \$150,000 to \$179,900. These figures are even more startling considering the general malaise of the state's economy.

New Hampshire's continuing housing squeeze has resulted in significantly higher demand on its homeless shelters and services in SFY '03. Although bed capacity increased by 8%, the unmet need for shelters remained statistically the same (13,529 turnaways). Further, the number of clients assisted by the state-funded New Hampshire Hotline is an astonishing 2½ times what it was just two years ago. Additionally, the number of bednights provided (*i.e.*, one person sheltered one night) rose 18.4% to 301,035 and the average length of stay rose 22.8% from 37.4 to 45.9 nights. These figures clearly show that, although the actual number of clients served lessened slightly (3.7%), New Hampshire's homeless services are far from adequate.

Seven permanent housing programs for New Hampshire homeless persons with disabilities were funded through the HUD-funded Special Needs Assistance Programs. Six of these programs served persons with serious mental illness and one program housed those with Acquired Brain Disorder, collectively assisting 96 homeless persons with disabilities in SFY '03. Housing Opportunities for People With AIDS (HOPWA) programs assisted 286 individuals infected with HIV/AIDS during the last reporting year, plus 191 family members or partners of those infected. Homeless Outreach Intervention Project (HOIP) clients served rose 22% to 4,620. Finally, the State's Housing Security Guarantee Program issued 744 security deposit loan certificates in SFY '03, up 26% from the prior year, and the Rental Guarantee Program issued 40 grants.❖

New Hampshire Homelessness, 2003

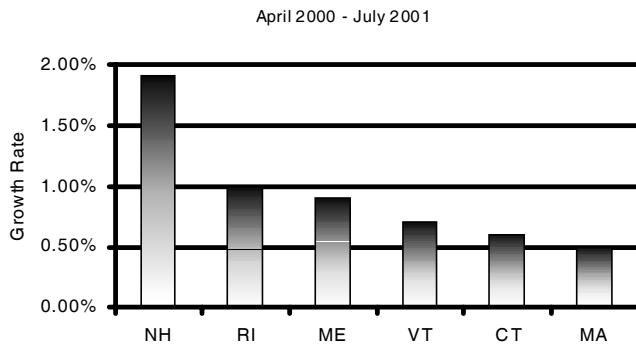
As the Director of the Office of Homeless and Housing Services (OHHS), Division of Behavioral Health, NH Department of Health and Human Services, it is apparent to me the

homeless situation is getting worse. Approaching the growing challenge of homelessness in our state, it is important to bear some underlying economic factors in mind.

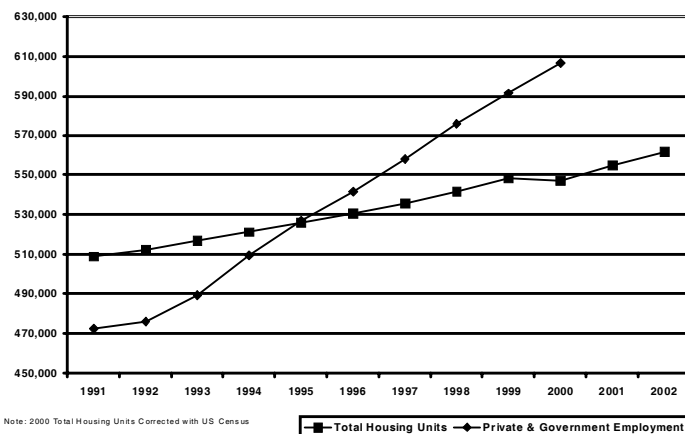
We continued to lead New England with a population growth of nearly 2% from 2000 until 2001, nearly double the pace of runner-up Rhode Island. Our statewide Median Fam-

ily Income (MFI) rose 12.4% to \$66,100, remaining significantly ahead of the national MFI of \$56,500. At the same time, the median purchase price for all homes rose 17.2%, on top of 13.3% the year before.

New England pop. growth, 2000-2001



NH employment vs. housing



Unfortunately, construction of homes in our state, especially multi-family homes which tend to be more affordable, continues to lag the tide of new residents. New Hampshire Housing Finance Authority (NHHFA) data indicate that through the last half of the 1990s, the rate of job growth dramatically exceeded the rate of housing production,

with a conspicuous effect upon statewide home prices and rental costs.

We are not building enough housing, especially not enough housing that is affordable to the least wealthy segments of our community.

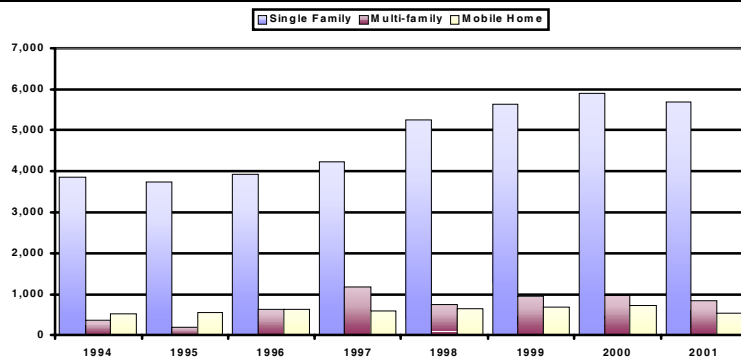
Of the 66,441 permits for new housing issued in the state from 1990 through 2001 (the last year with available data), 78% were for single-family conventional or modular homes. In 2002 (the last year with complete data), new homes in New Hampshire had

a median purchase price of \$259,900. Including sales of existing homes, the state's 2002 median purchase price was \$189,900.

At such prices, renting in a multi-family environment remains the only option for many New Hampshire families. Yet the Office of State Planning reports only 8,189 permits were issued from 1990 through 2001 for new multi-family homes, only 15.8% of the single-family homes being built during the same period. Moreover, the number of multi-family permits issued has decreased by 12.8% the past two reporting years, while the number of single-family permits remains stable.

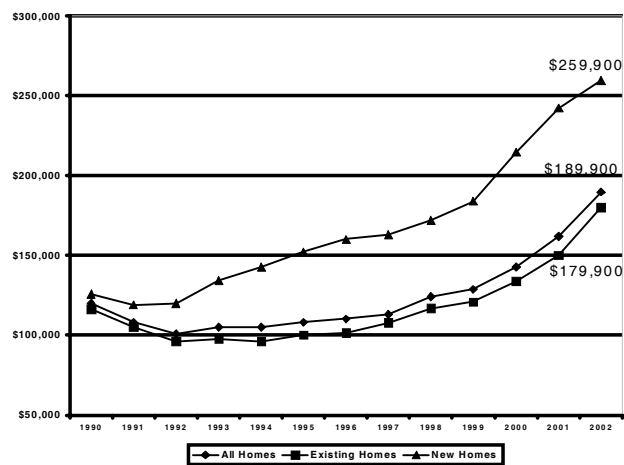
For the third year in a row, the NHHFA's statewide rental vacancy rate for two-bedroom apartments held at a statistically negligible rate of less than 1% (equivalent to "no vacancy"). Such continued strong rental housing demand, according to the NHHFA, propelled a 5.4% jump in statewide gross rental costs to a median of \$932 a month for a two-bedroom unit in 2003. The increase had been 8.1% the year before, and 33.5% over the last five years.

NH housing permits issued



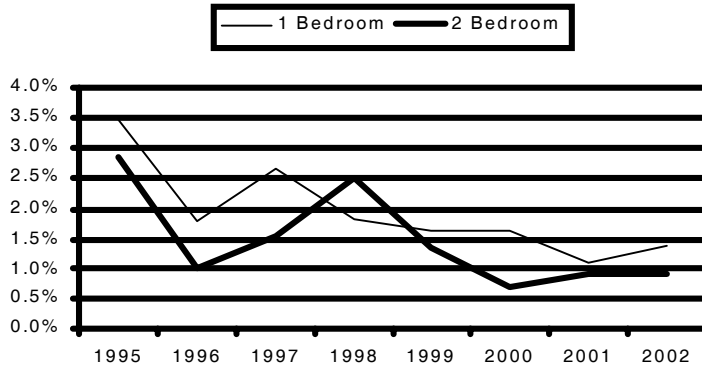
Source: NH Office of State Planning

Median price of NH homes



Source: NH Housing Finance Authority

NH rental vacancy rates

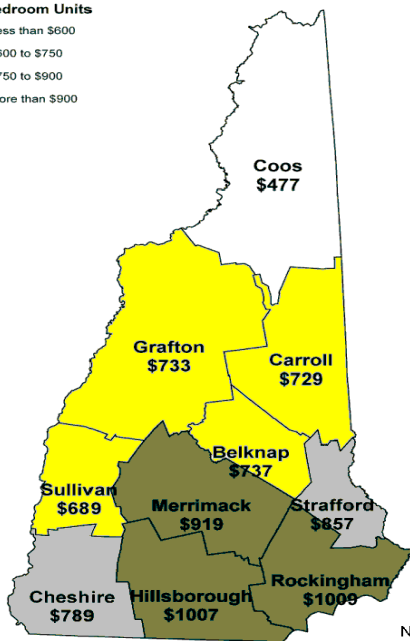
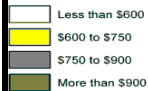


Source: NH Housing Finance Authority

Across the state in 2003, the NHHFA found monthly median two-bedroom gross rental costs ranging from \$1,009 in Rockingham County to \$477 in Coos County. In only six years, in fact, the NHHFA found that, on average, all counties have shown rent increases of at least 28%, with Rockingham increasing by

37.4% and Hillsborough by 36.7%. Belknap, Grafton, Merrimack, and Strafford Counties also posted rent increases of at least 30% in that period.

2003 Median Monthly Gross Rent For 2-Bedroom Units



NHHFA

For a typical worker in our state, housing affordability has become a critical concern, if not an impossibility. According to the National Low Income Housing Coalition, a full-time worker living in New Hampshire would need to earn \$16.49 per hour in order to afford a two-bedroom unit at the state's 2003 Fair Market Rent rate of \$857. (Set by HUD, the U.S. Department of Housing and Urban Development, this rate typically lags market conditions such as those measured by the NHHFA's 2003 Residential Rental Cost Survey.)

For most of us blessed with steady jobs, careers, and good homes, the tragedy comes in understanding that a New Hampshire resident working full-time at the \$5.15

per hour minimum wage can afford monthly rent of no more than \$268 (per HUD guidelines), and in realizing what this means in our rental marketplace today.

In 2002, the NHHFA found that less than one percent of the State's two-bedroom apartments were affordable to those with extremely low

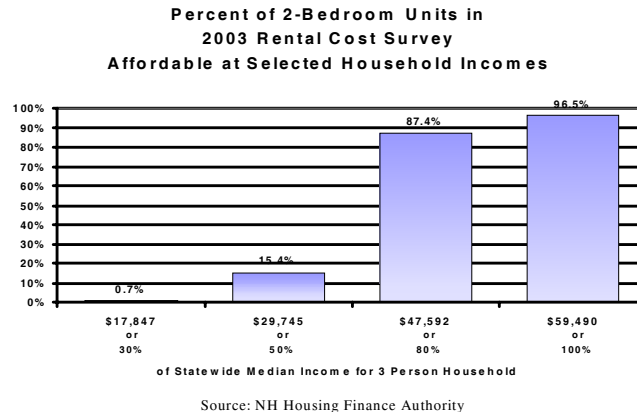
incomes, defined for 2003 as \$17,847, or 30% of the HUD statewide MFI adjusted for a three-person household. Remember that the minimum wage equates to only \$10,712 per year, more than a third less than the “extremely low income” rate. At less than \$29,745, or 50% of the three-person statewide MFI, the “have-nots” in New Hampshire’s 2003 rental housing market are effectively priced out: they may even be homeless

unless they are doubling up with friends or relatives. In addition, they are virtually assured of becoming homeless in the event they are forced to seek different housing in the current New Hampshire market. Given this grim economic backdrop, it is not surprising that the picture of homelessness in our state continued to worsen in SFY '03, while state-funded emergency and transitional shelter capacity posted a net growth of 74 beds over the prior year.

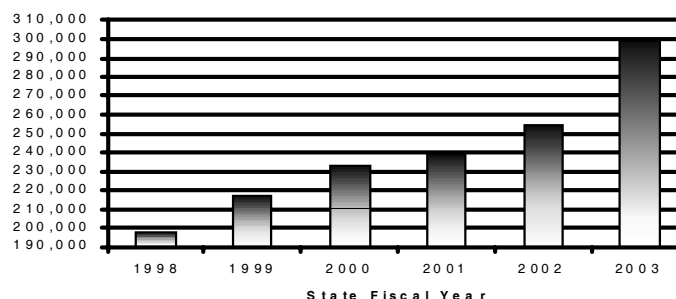
During one of the most severe winters in years, persons who were sheltered consumed 301,035 bednights (one person sheltered for one night) an increase of 18.4% from the previous year. Their length of stay increased 22.8% from 37.4 bed days the previous

year to 45.9 in SFY '03. However, the number of actual clients decreased 3.7% from 6,805 in SFY '02 to 6,553 in SFY '03. This is because the clients never left the shelter, as the majority of shelter space has been full

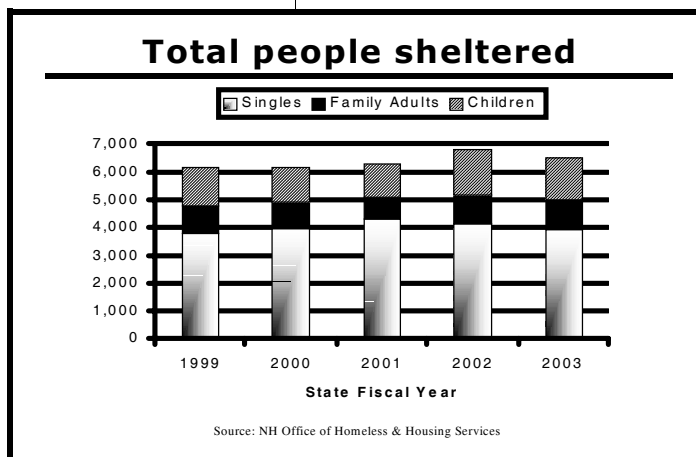
NH rental have's & have-not's



Shelter bednights provided

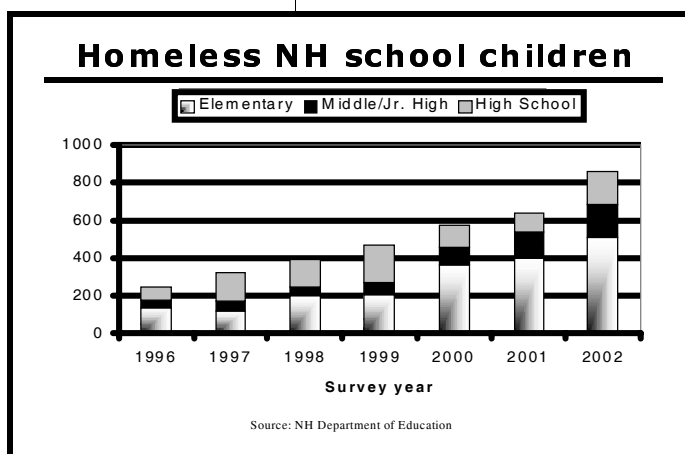
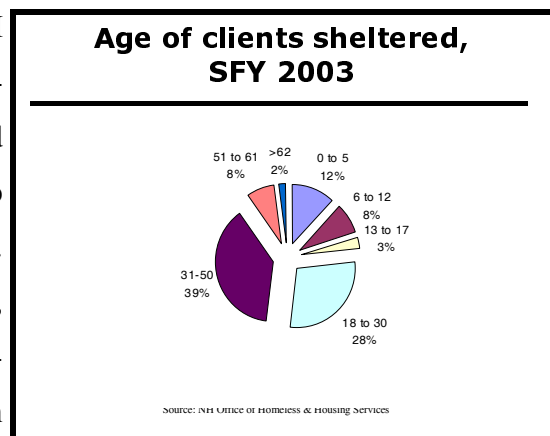


since November of 2001, and there is no housing for them to move to. To that extent, the number of homeless persons turned away due to shelter capacity remained statistically the same by falling only 19 or a drop of just over one-tenth of one percent. This, in spite of efforts to house everyone who shows up at a shelter, and consolidation of referrals.



Demographically, the State-assisted homeless population in SFY '03 continued to appear middle-aged or younger. Only one in

10 was older than 50. Two out of three were aged 18 through 50, and one in four was younger than 18. The NH State Department of Education continues to document an upward trend in the number of school children who identify themselves as homeless. While 2003 data are not yet available, the 2002 New Hampshire schools survey identified a 34.4% increase in homeless students from the previous year who stated they were homeless.



This figure is very conservative because many will not admit that they are homeless. Even though they are housed for a week, or only a night, they feel they are not “roofless”, therefore not homeless. Also, only about 85% of NH school districts report each year.

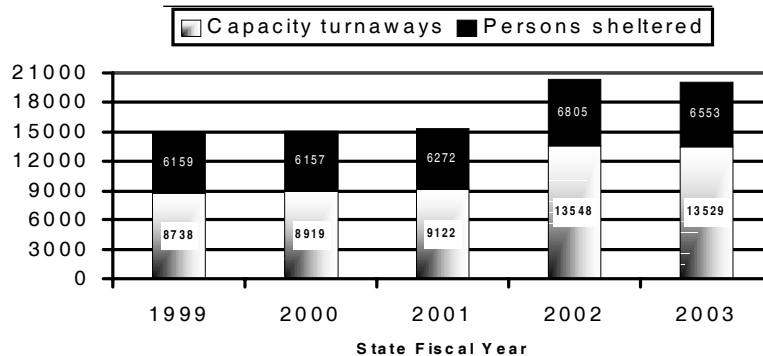
Records maintained by the state-funded New Hampshire Homeless Hotline confirm that 4,263 homeless clients were served in SFY '03, over 2½ times the 1,663 homeless clients served in SFY '01. Homeless Hotline data also provide valuable insight into the evolving

reasons why people are homeless in New Hampshire. (See chart on next page.) In descending order, the top five reasons indicated by homeless callers in the past two years were: eviction; previously living with others; unaffordable housing; domestic violence; and lack of a job. Two years

earlier, the top five reasons had been: domestic violence; eviction; previously living with others; unaffordable housing; and mental health. The rankings shift suggests that statewide economic factors contributed more noticeably to homelessness than they did in SFY '01.

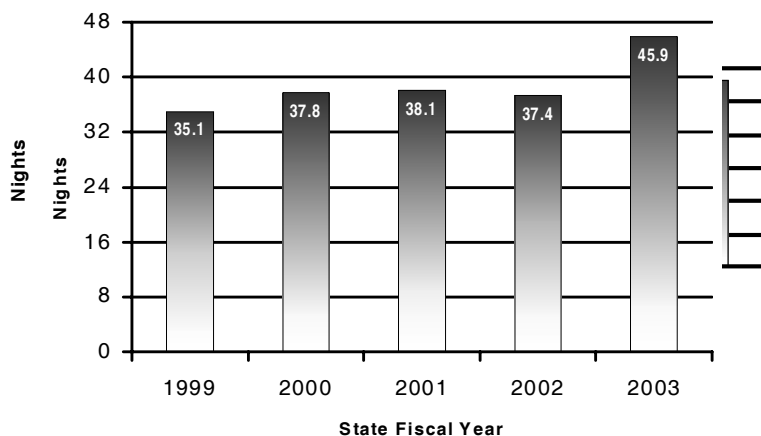
The statistics delineated in this report do not paint a pretty picture, nor do they indicate any improvement in future years. For example, on an average night in SFY '02, 701 residents found themselves homeless and received shelter within the state-funded emergency shelter provider system. This number increased to 825 in SFY '03. Many others were also homeless each night but were too late to find a bed or even a warm space on a floor. However, the bleak nature of this massive problem does not/will not diminish the efforts of those committed to solving this national tragedy. We hope this annual report will revitalize the resolve of all to improve the plight of those less fortunate citizens of New Hampshire.

State-funded shelter need



Source: NH Office of Homeless & Housing Services

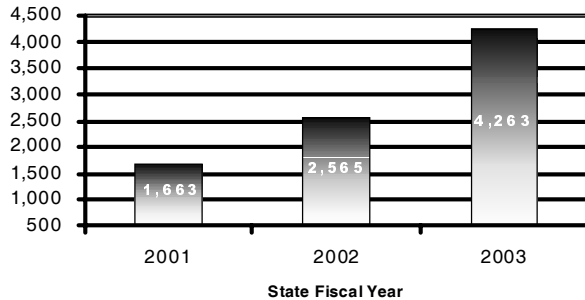
Average length of stay



Source: NH Office of Homeless & Housing Services

On a more positive note, on November 24, 2003, the Governor's Office

Clients served by NH Homeless Hotline



Source: NH Homeless Hotline

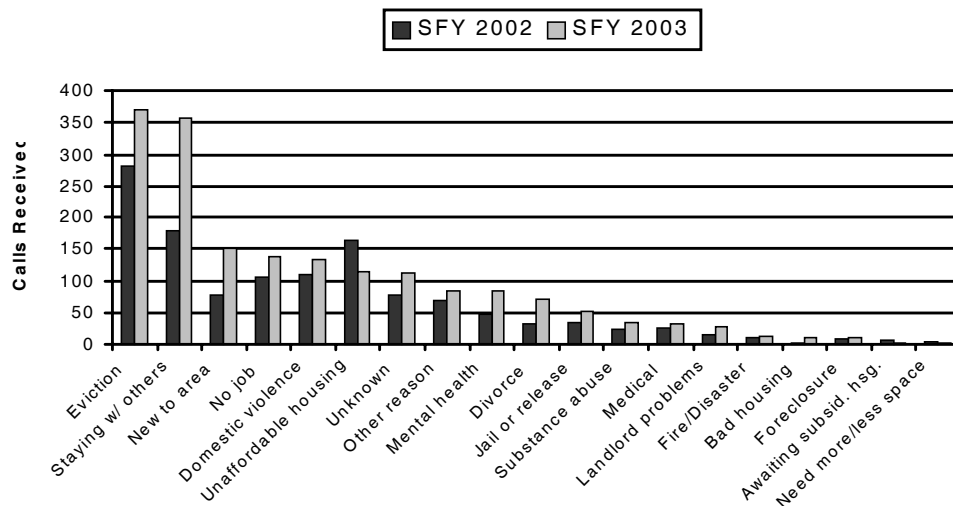
announced the creation of the Governor's Interagency Council on Homelessness charged with the task of ending homelessness in New Hampshire within ten years. This Council will be made up of providers, and federal, state and private social service organizations, and will work with other New England states and the U.S. Council on Homelessness. They will serve as the central, statewide planning and policy develop-

ment group. With the creation of this council, I am hopeful that a number of key issues and problems relating to the homeless will be better understood and addressed. ❖

Lance E. dePlante, Director

Office of Homeless and Housing Services

Reasons for NH homelessness



Source: NH Homeless Hotline

Program Funding

State of New Hampshire Division of Behavioral Health Office of Homeless and Housing Services						
State of New Hampshire			Federal Center for Mental Health Services		U.S. Department of Housing & Urban Development	
→	→	→	→	→	→	→
ESG Emergency Shelter <ul style="list-style-type: none"> • Emergency • Transitional • Prevention / • Intervention • Specialty Programs Bed Capacity: 1,058 Providers: 22 SFY: 7/1-6/30 \$2,384,177	HSGP (Non-cash voucher program) Security Deposit Loan Vouchers Loans: 744 Providers: 8 SFY: 7/1-6/30 \$2,000,000	RGP (Grant program) Rental Guarantee Program Grants: 40 Providers: 8 SFY: 7/1-6/30 \$1,000,000	PATH (Non-Housing) Projects for Assistance in Transition from Homelessness Providers: 9 FFY: 10/1-9/30 \$300,000	ESG (McKinney) Emergency Shelter <ul style="list-style-type: none"> • Emergency • Transitional • Prevention / • Intervention Capacity: (see NH ESG) Providers: 16 CY: 1/1-12/31 \$441,000	HOIP (Non-Housing) Homeless Outreach Intervention Program Providers: 5 SFY: 7/1-6/30 \$395,003	SHP / PHH (CoG) Homeless Housing Supportive Services Capacity: See narrative. Providers: 16 Term: varied \$4,347,186
HOPWA Housing Opportunities for Persons with AIDS Providers: 4 Term: varied \$1,428,448						
NOTES: - All Federal money has match / share requirements that vary from program to program. - State match is one to one. - CoC: Continuum of Care - CY: Calendar Year - ESG: Emergency Shelter Grant - FFY: Federal Fiscal Year - HOIP: Homeless Outreach Intervention Project						
- HOPWA: Housing Opportunities for Persons With AIDS - HSGP: Housing Security Guarantee Program - PATH: Projects for Assistance in Transition from Homelessness - PHH: Permanent Housing for Homeless Handicapped - RGP: Rental Guarantee Program - SFY: State Fiscal Year - SHP: Supportive Housing Program - TH: Transitional Housing for Homeless						

I. Homeless Shelter Services

The State of New Hampshire, Division of Behavioral Health, provided funding to 22 homeless/temporary housing shelter providers in SFY '03. With input from the Emergency Shelter and Homeless Coordination Commission, shelter services were funded in the following categories:

PROGRAM TYPE	NO. OF SHELTERS
Domestic Violence Shelters	12
Emergency Shelters	14
Transitional Shelters	12
Specialty Shelters	4
Winter Emergency Shelters (WES)	1
TOTAL	43



*A homeless man slept under the Milford Gazebo many times, prompting some to refer to it as the "Milford Emergency Shelter."
(Photo by Preston Heller)*

In SFY '03, these state-funded homeless shelter providers gave temporary housing to 6,553 persons, down 3.7% from SFY '02. Of those sheltered, 3,916 were single adults, 1,073 were adults in families with 1,564 children, and 60 adults were in families without children. A reported 1,773 persons sheltered had a diagnosed mental illness, 2,268 experienced substance abuse (chemical or alcohol) problems, 581 were dual-diagnosed with mental illness and substance abuse, 613 were victims of domestic violence, 24 reported HIV/AIDS, and 350 were veterans. The number of bednights provided (*i.e.*, one person sheltered one night) rose 18.4% to 301,035, and the average length of stay increased from 37.4 days to 45.9 days in SFY '03. (See charts on pages 8 and 10.) The table on the next page summarizes the recent trend of demand for state-funded emergency shelter services.

	SFY '98	SFY '99	SFY '00	SFY '01	SFY '02	SFY '03
Total persons sheltered:	6,373	6,159	6,157	6,272	6,805	6,553
Total bednights provided:	197,525	216,622	232,771	238,892	254,290	301,035
Average length of stay:	31 days	35 days	37.8 days	38.1 days	37.4	45.9 days
Shelter capacity turnaways:	8,523	8,738	8,919†	9,122†	13,548	13,529

†Believed significantly underreported. See Emergency Shelters narrative (Section I-B) for details.

Shelters receive state funding to promote part of a local Continuum of Care. The Continuum of Care is established to provide efficient access to critical community-based services such as employment, medical, educational, mental health and substance abuse counseling, housing and other services that facilitate an individual or family's ability to attain and maintain a stable living environment. ❖

A. Domestic Violence Shelters

Through a contract with the New Hampshire Coalition Against Domestic and Sexual Violence, the State of New Hampshire, Division of Behavioral Health, provided funding to 12 Domestic Violence Shelters in SFY '03. Homeless victims of domestic violence, predominately women and children, receive emergency and transitional shelter and critical support services through these shelters.

The State-supported Domestic Violence Programs also provide food, clothing, linkages with mainstream services as appropriate, and a safe and confidential environment for victims of domestic violence.

A list of **Domestic Violence Shelters** funded by the State of New Hampshire is provided in Appendix C. ❖



"K", like many NH homeless people, pays up to \$75 a week to rent just a couch to sleep on.
(Photo by Bob Sparks)

B. Emergency Shelters



*A four year old, happy to be living with mother and siblings after being separated for quite some time due to homelessness.
(Courtesy of Families in Transition.)*

The State of New Hampshire, Division of Behavioral Health, provided funding to 11 providers for 14 emergency shelters, and 1 winter emergency shelter in SFY '03. These shelters provide safe, temporary living accommodations for homeless men, women, and families. There was a net increase of 8% in bed capacity over the year, and an 18.4% rise in the number of bednights provided (*i.e.*, one person sheltered for one night) in SFY '03 to 301,035.

The average length of a temporary (emergency or transitional) shelter stay increased 22.8% to 45.9 days. The number of people receiving temporary housing (emergency or transitional) from these shelters in the past year decreased 3.7% to 6,553 compared to 6,805 persons in SFY '02.

State-funded shelters reported 13,529 turnaways due to full capacity in SFY '03, about the same as the prior year. Rather than turn desperate individuals and families away, many shelter providers adopt improvised sleeping arrangements and operate consistently above funded capacity. Seven state-funded shelter providers operated year round at an *average* of 100% or more of official capacity in SFY '03, three more continuously averaged between 90% and 99% of official capacity, all this in a context of increased capacity. One state-funded shelter averaged 150% of official capacity, *year-round*. Based on capacity reports, the OHHS calculates that on peak nights in SFY '03, over 1,000 homeless persons were sheltered only within the state-funded shelter system. On an average night, 825 people were sheltered.

The number of homeless individuals seeking first-time assistance from the State-funded emergency and transitional shelter providers rose in the past year from 1,967 to 2,701. This statistic suggests that homelessness in New Hampshire is not confined to a chronically homeless core group, but continues to spread into new segments of the State's population. In the last three years, 6,614 people sought shelter, who had not done so *in their entire lives!*

To facilitate the transition from homelessness to permanent housing, case management services provided to emergency shelter clients feature important linkages with mainstream programs including: health, employment, mental health, substance abuse referrals, food and clothing. Shelters serving families provide service linkages with other family-service providers including child care, education, immunization, wellness programs, and family counseling.

Emergency Shelters funded by the State of New Hampshire are listed in Appendix C.❖

'It is hard to know where to begin! I know I arrived here on March 26th scared to death of everyone and everything! It wasn't only that I didn't want to talk, or leave the living room; I honestly couldn't.

Slowly, and I say really slowly, I started to emerge. But for the longest time what emerged was my old self. I was the pleaser, the helper, the mother, and the fixer of everyone's problems. It took 46 years to become this person and it will take a long time to change. But, and this is a big but, I have finally got it! It's not that the staff didn't like who I am as a person. They were trying to teach me my own boundaries and by doing that, I was learning that all others have boundaries too! Theresa tried for so long to teach me not to be so trusting. But it finally came together. By being so trusting, never saying "no," giving money I didn't have to give, trying to be everything to everyone, the only person who was suffering and not being taken care of was me. One day at a house meeting my bank statement came. It was two pages long and it was empty after only 1 1/2 weeks! And, I am taping it together and hanging it on my door. And, guess what? All the friends I thought I had disappeared and for the first time everything Theresa had tried to drill into my head finally became crystal clear. And just as important, it didn't bother me! I was by myself, and was assertive three times! And I even said no one time! I know I still have a long way to go, but I will do it! I feel safer and more confident! But now I have a solid foundation. I know that staff have their jobs to do, and it is not their job to be a friend. But Theresa had a tough job with me! And she does know I'm a good person. By being tough with me at times hurt. But she did it, and I now know she was helping me. And do you know what? That's what a friend does! She did it! And WCS did! I thank you with all my heart!

-- "Debbie," a client of Monadnock Center for Violence Prevention.

C. Transitional Shelters

Transitional Shelters provide a safe and stable housing environment complemented by comprehensive case management services to facilitate a permanent step away from homelessness. Referrals from emergency shelter staff flow individuals into transitional programs whenever a judgment can be made that the individual or family is prepared to move along the Continuum of Care to permanent housing. Community-based referral services also enable direct entry to transitional housing.

Twelve transitional shelters, administered by ten providers, received funding from the State of New Hampshire, Division of Behavioral Health in SFY '03. State-funded **Transitional Shelter** providers are listed in Appendix C.❖

'My Story starts back in November, 2001 when the house I was living in was sold and so the rent doubled. My husband and I moved in with our oldest daughter and her family. It was very stressful living there because my son-in-law despised me. Luckily, I was working in the beginning, so I was not there too much. Christmas night I had a stroke which affected my right side. I was blind and could barely walk without a cane. Months later, my son-in-law got mad at me and threw me and my husband out. We went to sleep on the floor and couch of my youngest daughter's house. It was crowded so we would go back and forth from a hotel to our daughter's house. My husband and I had a huge fight and ended up separating. I ended up in my van, with no money. For the next seven months I lived in hell.

I would stay a night here and there, with my youngest daughter complaining whenever I knocked on the door. My oldest daughter would sneak me in once her husband left for work, so I could shower and eat. I went back and forth and in and out of the van for months. After being homeless for three months, I read an article in the Union Leader — "there is hope" I thought.

I was accepted into Families in Transition and after months moved into an apartment. My life started to change, this time for the better. I thank God for Families in Transition and all the support they give us and words of encouragement. Even when you are at your lowest, someone has something good to say. Everyone is happy for you when you accomplish something. I have never met such wonderful people where everyone is so concerned for you. The support groups are helping me because it's nice to talk to people who actually know how you feel and what you are going through. The women support and help each other. My greatest successes are the love and care I give to my grandchildren and the fact that I made it through 2002 and I can still smile. It has been a long road for me, but I am a winner and a fighter — and I will continue to stand tall.'

Courtesy of Families in Transition

D. Specialty Shelters

Special needs such as youthfulness, teen pregnancy, or substance abuse often make it difficult for some individuals to receive proper assistance in mainstream emergency shelters. Staffed by persons trained in the special needs of persons they serve, Specialty Shelter programs play an important role in the State of New Hampshire Continuum of Care.

The State of New Hampshire, Division of Behavioral Health, provided statewide funding to four Specialty Shelter programs in SFY '03. Without the Specialty Shelter programs, highly vulnerable homeless with special characteristics or health conditions might remain unrecognized and inappropriately assisted in the shelter service system.

Specialty Shelters funded by the State of New Hampshire are listed in Appendix C.❖



A large pine tree in downtown Keene where a homeless person set up “house”. ‘We went there at all hours of the day, but he was never “home”. We left business cards, water, food, and blankets. In the last two weeks, he has moved on.’

Courtesy of Southwestern Community Services

Prior to Families in Transition, I had just gotten out of Federal Prison after doing 15 months. I did a one-year drug program while there and went to Boston to a halfway house for four months after leaving jail. Upon coming home to New Hampshire, I moved in with my then husband and his family. I was on the bracelet for two months. During the five months there, I dealt with two of my friends dying, a brother-in-law committing suicide while in jail, two aunts dying and multiple other deaths of family and friends. My husband ended up in jail for an eight-year term and I relapsed on crack cocaine. I almost went back to prison because of all this.

I landed with my brother and sister-in-law, who were doing drugs, and I was tempted to do them too. I was seeing a therapist for counseling and she had told me about Families in Transition. This program put me in a safe environment to live, without drugs and to be able to use the tools I have learned to keep clean. This program has taught me that I can be a normal human being and that I can cope with everyday life and situations. I had been doing drugs for twenty-five years and now I can live the life that I always wanted to live. Families in Transition has saved my life because there is no telling where I would be today. I am graduating in June, and I have certificates for all my accomplishments. My greatest success is keeping in contact with my family, being clean off drugs, and going back to church.'

Courtesy of Families in Transition

II. Homeless Prevention/Intervention Services

During SFY '03, the State of New Hampshire, Division of Behavioral Health, provided Prevention/Intervention services to persons at imminent risk of homelessness. These important services result in interventions that prevent the occurrence of homelessness. Services were funded through six Community Action Agencies or CAPs, and ten other non-profit service providers.

Homeless Prevention/Intervention services are widely varied and thus difficult to quantify uniformly. They range from providing budget counseling and/or referral to appropriate homeless intervention providers, to making payments for back rent in the face of eviction, past-due electrical bills where disconnection is imminent, or fuel assistance, rental security deposit loans, or limited rental guarantees. The majority who apply for prevention services do so as a final attempt to maintain their current living or employment situation. Surveys show that many persons applying for such Homeless



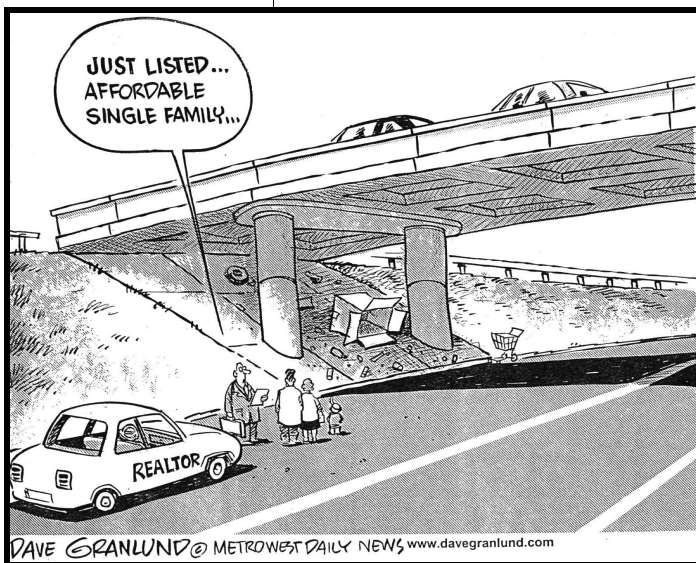
(Photo by Preston Heller)

Prevention/Intervention services did so based upon a sudden and unexpected loss of income, with high medical bills frequently cited as a contributing factor.

The State of New Hampshire Housing Security Guarantee Program (HSGP) issued 744 security loan certificates in SFY '03, up 26% from the year before. This program provides security deposit loans for households who meet the HUD “very low income” criteria, or 50% of MFI. The program has assisted 3,588 households since inception in 1994. An important aspect of this program is a flexible loan-payment schedule designed to fit realistic budget parameters. A detailed discussion of the HSGP may be found in Chapter IV, *Activities of the Office of Homeless and Housing Services*.

The Housing Opportunities for Persons with AIDS (HOPWA) program provided assistance and support services for persons with HIV/AIDS and their families. The population served included homeless, low and very low-income, and those at risk of displacement or becoming homeless. Using HUD funded grants, the State administered two HOPWA projects last year, both with the sponsorship of Merrimack Valley Assistance Program (MVAP).

First, the Balance of State HOPWA Program, through its sponsor MVAP, provided supportive services, case management and rental assis-



tance to the balance of state area (all of the state except Nashua and Greater Manchester). This was provided by MVAP, AIDS Response Seacoast, AIDS Community Resource Network and Lakes Region General Healthcare.

The second HOPWA project, serving Manchester, Bedford, Goffstown, and Weare, is sponsored by MVAP with supportive services provided by their Man-

chester office. In the last reporting year these two projects provided housing assistance to 74 individuals infected with HIV/AIDS and an additional 50 family members. The programs also provided supportive services only to another 212 persons infected with HIV/AIDS as well as an additional 141 family members. In SFY '03 the Balance of State HOPWA program received a three-year grant renewal.

The efforts of homeless service providers who employ creative intervention strategies result in the prevention of thousands of individuals and families from experiencing the devastating effect of homelessness. Continuation of a strong homeless prevention strategy is an important component in the evolving Continuum of Care designed to break the cycle of homelessness.❖

A. Community Action Agencies

The New Hampshire Community Action Agencies (CAAs), also called Community Action Programs (CAPs), serve every city and town in the State and administer a range of programs to assist persons in need, including those at risk of homelessness. Their advisory councils, boards of directors and staff implement programs tailored to local needs. Additionally, these service providers coordinate mainstream services for the population they serve, making CAAs a natural point of entry into the homeless service system.

The State of New Hampshire, Division of Behavioral Health, funded homeless intervention activities specific to the prevention of homelessness in six CAAs in SFY '03, covering all ten NH counties.

Community Action Agencies receiving state homeless and housing funds are listed in Appendix C.❖

B. Homeless Outreach/Intervention Program

Although homelessness is often regarded as a uniquely urban problem, contacts with unsheltered homeless individuals have occurred in the majority of New Hampshire's cities and towns during the past two years. The objective of the Homeless Outreach/Intervention Program is to link the unsheltered homeless population with emergency shelter and other appropriate resources within the State's three Continuums of Care.

The HUD-funded Homeless Outreach and Intervention Program (HOIP) is a statewide network of ten outreach specialists who seek to identify and engage New Hampshire's unsheltered homeless. In the past year, homeless clients served by HOIP workers in the Balance of State (*i.e.*, excluding Manchester and Nashua) rose 18.8% to 4,620 persons. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

HOIP unsheltered homeless contacts are followed up systematically to ensure that appropriate service is provided. First, there is assessment of immediacy of need and appropriate intervention based upon weather, physical condition, mental/emotional/behavioral status, substance abuse, and willingness to accept assistance. Then, transport is arranged to the appropriate resource (*e.g.*, emergency room, detox facility, shelter) as needed. In the case of a psychiatric crisis, transport is arranged to the nearest mental health crisis unit.❖

C. Other Intervention/Prevention Providers

Certain other Homeless Prevention/Intervention providers are experienced both in the prevention of homelessness and are strategically located to provide services in high-risk areas of the State. They provide services directly or by referral to an alternative mainstream service provider.

The State of New Hampshire, Division of Behavioral Health, funded 10 **Other Intervention/Prevention Providers** in SFY '03, listed in Appendix C.❖

III. Special Needs Programs

In SFY '03, the State of New Hampshire provided funding to 24 state-wide special needs programs. These programs emphasize intensive and comprehensive case management services and are designed to assist the particular needs of chronically homeless persons suffering from serious mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions.

Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Delivered services included outreach, intervention, housing, and supportive services to hard-to-engage homeless and/or homeless with disabilities.

Special needs services were provided in the following categories:

Program Type	Number of Programs
HUD - Permanent Housing for Homeless Handicapped	7
HHS - Projects for Assistance in Transition from Homelessness (PATH)	9
HUD - Transitional Housing for the Homeless	8
<i>Total</i>	24

Also funded by HUD, the Supportive Housing Program provided permanent housing and supportive services for 96 persons and transitional housing and supportive services for 32 persons with disabilities. These programs are detailed in Sections A and B of this chapter. The US Department of Health and Human Services (HHS) funded Projects for Assistance in Transition from Homelessness (PATH) for homeless intervention and supportive services to 752 persons in FFY '02 (data for the federal fiscal year ending September 30, 2003 were still pending at press time). This program is detailed in Section C of this chapter. Both transitional and permanent housing for the homeless handicapped include extensive supportive services.❖

A. Permanent Housing for the Homeless Handicapped

Permanent Housing providers to the handicapped homeless population offer a variety of housing and supportive services to persons with serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder. These programs, which include group homes and condominiums, were established in conjunction with HUD and are subject to renewal. These collaborative programs are:

- **Beaver Lake Lodge** in Salem, a 15-bed Community Residence for homeless elderly who are mentally ill;
- **Franklin Falls Farm** in Franklin, a six-bedroom farmhouse serving homeless persons with severe brain injuries;
- **Harbor Homes**, with various operating locations, providing a variety of housing and employment opportunities for homeless persons with serious mental illness in Southern New Hampshire;
- **McGrath Street** in Laconia, an eight-bed community residence with four attached apartments for mentally ill homeless persons;
- **Tide View Estates**, located in Dover, three two-bedroom condominiums providing permanent housing for homeless mentally ill adults;
- **Springbrook** in Portsmouth, three two-bedroom condominiums housing homeless persons with a serious mental illness; and
- **Gemini House** in Manchester, a 15-bed residence housing homeless mentally ill persons with a concurrent substance abuse disorder.

Handicapped homeless persons living in supportive housing benefit from convenient and assured access to health, mental health, and social support services offered by the programs or within the Continuum of Care and facilitated by these programs. **Permanent Housing for the Homeless Handicapped** providers funded by the State of New Hampshire are listed in Appendix C.❖

B. Transitional Housing for the Homeless Handicapped

Like their Permanent Housing provider counterparts, providers of Transitional Housing offer a variety of housing and supportive services to homeless persons, some with a variety of disabilities including serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder. In SFY '03, the eight state-supported transitional housing providers furnished housing and supportive services to approximately 504 persons, an estimate based on capacity. These programs include:

- **Friendship House** in Bethlehem, a 30-bed transitional housing program with supportive services, houses approximately 200 individuals a year;
- **Gilpin House** in Littleton, a six-bed transitional residence serving homeless persons with severe and persistent mental illness and persons dually diagnosed with mental illness, substance abuse, and/or a developmental disability;
- **Pine Place Transitional Apartments** in Lebanon, provides five transitional housing apartments and specialized 24-hour mental health treatment and support services to assist mentally ill adults;
- **Our Place Transitional Housing** in Dover, a six-apartment shelter (containing 16 beds) sponsored by My Friend's Place, provides housing and supportive services to homeless families;
- **New Hampshire Hospital**, which administers a 43-bed residential and rehabilitation program for persons with serious mental illness, with 26 beds partially funded by HUD for those who are homeless;
- **The Family Transitional Housing Program** in Rochester, which operates 12 two-bedroom townhouses with half-day staff support to homeless persons with a mental illness;

- **NEXT STEPS**, located in Keene, is sponsored by Southwestern Community Services, the Keene Housing Authority and the City of Keene Human Services Department. This is a five-unit transitional housing program with supportive services that will house and assist a minimum of 16 individuals, including those with disabilities, per year; and
- **The Sullivan County Transitional Housing Project**, located in Claremont, is sponsored by Southwestern Community Services. The project provides transitional housing with supportive services to 40 people at one time, including homeless families and single women with disabilities or who are victims of domestic violence.

Addresses and contact information for these providers of **Transitional Housing for the Homeless** may be found in Appendix C.❖

C. Projects for Assistance in Transition from Homelessness (PATH)

Designed to assist homeless persons with serious mental illness or dual-diagnosis (see Appendix B), HHS-funded PATH services include outreach, case management, housing services, treatment and various interventions. In FFY '02 the State supported the outreach of PATH services to 752 homeless persons with serious mental illness or dual-diagnosis through nine PATH service providers, a nominal increase from the year prior. Of these, 591 clients were enrolled with PATH providers.

Except in the northern three counties, regional community mental health centers are primary providers of PATH services in the State. In the counties of Coos, Carroll, and Grafton, PATH funding is contracted through Tri-County Community Action Program, working in coordination with Northern New Hampshire Mental Health and Developmental Services, the designated provider of mental health and substance abuse services.

Collaboration between regional community mental health centers,

homeless service providers, Community Action Agencies and the Division of Behavioral Health has facilitated a dynamic framework of service that is sensitive to consumer mental health and housing needs.

In order to maintain a cost effective program, only eight PATH programs are being funded for SFY '04. A list of **PATH** service providers may be found in Appendix C.❖



(Photo by Bill Guinther)

IV. Activities of the Office of Homeless and Housing Services

With overall responsibility for supporting homeless shelter activities with the State's Continuums of Care (CoC), the New Hampshire Department of Health and Human Services, Division of Behavioral Health, Office of Homeless and Housing Services (OHHS), provides leadership, resources, and coordination among a large group of shelter/resource providers. Some OHHS activities undertaken or completed in the past year include:

- "Bringing the Providers Together," the annual New Hampshire Homeless Service Providers Conference held August 27th – 29th in North

'Circle of Life is very proud of its "peer" supportive housing program. We have had a total of thirteen renters (including two children), and ten of them have moved on. They do not only get a place to live cheaply, but they get the "peer support" and help they need from staff and members of Circle of L.I.F.E. to improve their quality of life and help them on their road to recovery.'

Linda Wilde, Executive Director, Circle of L.I.F.E.

Conway, once again gave the State's government-provider community an opportunity to confer on issues and share insight. The conference was attended by 119 persons representing 53 providers and government agencies. A number of major issues were presented on and discussed. Workshops included: *Discussion of Shelter Rules; Homeless Management Information Systems; Mental Health Peer Support and the Homeless; Systems of Care in Neighboring States; Welfare Reform; Transgender Training and Advocacy; and Teen Voices*. Awards were presented to individuals who were exceptionally committed to helping homeless people.

- In SFY '03, OHHS and the program sponsor, MVAP, received a three-year \$908,000 renewal HOPWA grant to continue providing HOPWA services to the Balance of State area (all of the State excluding Greater

Manchester and Nashua). Supportive services, case management, and rental assistance are provided by MVAP, AIDS Response Seacoast, AIDS Community Resource Network and Lakes Region General Healthcare, with technical assistance provided by the Harbor Homes affiliate, Welcoming Light.

- The Division of Behavioral Health, through OHHS, administers two housing-related programs through a network of nonprofit community agencies: the Housing Security Guarantee Program (HSGP) and the Rental Guarantee Program. Started in 1994, HSGP is available to low-income families statewide. A non-cash voucher program, it is managed pursuant to RSA 126-A:50, which states: “The inability of individual citizens to amass sufficient funds for housing security deposits contributes significantly to the problem of homelessness in the State of New Hampshire.” Housing security guarantees provided under the program allow low-income individuals and families the opportunity to secure safe, affordable, permanent housing in New Hampshire’s low-vacancy, high-cost rental housing market. Persons seeking a security deposit guarantee apply through one of eight nonprofit agencies that administer the program. These agencies work with private landlords, public housing agencies, transitional housing programs, outreach workers and others to ensure program availability to the entire state. The program has a 21% default rate.
- The Rental Guarantee Program (RGP) is the OHHS companion program to the HSGP. To assist needy families, the Division of Family Assistance has allocated up to \$1 million per year from the Temporary Assistance for Needy Families (TANF) Program to support the RGP. The RGP’s objective is to assure payment of a maximum of three months fair-market rent as incentive to landlords to rent to homeless families or pregnant women. To coordinate these related efforts in support of families who are homeless or at risk of homelessness, the RGP and HSGP are administered by the same community service network.

- The three New Hampshire Continuums collaborated to support a single statewide Homeless Management Information System (HMIS). With agreement from each continuum, OHHS was the single applicant for HUD supportive housing program HMIS funding with Community Services Council of NH as the statewide sponsor. In SFY '03 OHHS received notification that this application was successful in the amount of \$208,680.00. This funding will assist OHHS by enabling statewide homeless shelter service providers to share resources, automate eligibility determinations, and link homeless clients to mainstream services. ❖

V. Additional Developments

A number of developments deserve mention in this Annual Report. Some noteworthy awards have been given to well-deserving agencies and new programs are up and running.

- On September 12, 2003, Families in Transition had a groundbreaking ceremony at their new facility in Concord. This facility will provide 16 housing units (10 transitional housing and 6 permanent housing) and comprehensive supportive services for homeless women with and without children.
- The Nashua Soup Kitchen and Shelter received the 2002 Walter J. Dunfey Award for Excellence in Non-Profit Management from The Corporate Fund of the New Hampshire Charitable Foundation.
- On May 2, 2003, the Nashua Soup Kitchen & Shelter, Inc., Harbor Homes, Inc., the Nashua Continuum of Care, the New Hampshire Policy Academy, and the New Hampshire Coalition to End Homelessness jointly sponsored a conference entitled “LETS MAKE IT HAPPEN: Ending Homelessness in New Hampshire.” There were 165 attendees and presenters. Major issues presented were: the goal of the Inter-agency Council on Homelessness, the plan developed by the National Alliance to End Homelessness, the face of homelessness in New Hampshire, and the critical need of New Hampshire agencies to come together now to develop and implement an effective plan of our own.

- A “temporary” winter emergency shelter in Claremont operated at capacity from November, 2002 through April, 2003 serving homeless families and single women. At that point, it continued operation using other funds.
- Harbor Homes, Inc. was awarded two grants by the Department of Veterans Affairs in 2003. The Veterans Homeless Providers Per Diem Program will serve 20 homeless veterans. The second grant for \$400,000 is from the Capital Grant Program. The funds will be used to acquire and rehabilitate housing for an additional 20 homeless veterans and their families.
- In December, 2002, Families in Transition opened Family OutFITters, a retail store that sells clothing, toys, furniture, household items, sporting goods, tools and other merchandise to the general public. The store provides additional revenue to Families in Transition for current and new services for participants, i.e., job and computer training, parenting classes, support groups, case management services and budgeting classes. The store also provides on-site employment training for program participants.
- In January of 2003, Child and Family Services opened a transitional living program for single women, including pregnant and parenting young adults up to age 22, in Littleton, New Hampshire. This North Country transitional living program received a five-year federal grant from the Department of Health and Human Services.
- In April of 2003, Child and Family Services was able to open a Seacoast site for a transitional living program where a critical shortage of homeless youth programs has been complicated by astronomical rents.
- In November of 2003, the Street Outreach Program of Child and Family Services opened the first of its kind “Teen Outreach Resource Center.” This facility co-locates various resources for homeless teens under one roof. It will offer essential services such as a food pantry and

clothing donation center. It will also offer homeless teens the opportunity for a private shower, a place to do laundry, access to the housing program case workers and runaway youth program counselors. The facility will also include an Adolescent Substance Abuse Treatment Program for all youth, including homeless youth, to access professional, outpatient services for substance abuse disorders.

- A shelter + care proposal was submitted in the 2003 NOFA (Notice of Funding Availability) process. This would provide scattered-site, tenant-based rental assistance and supportive services to homeless adult individuals with severe and persistent mental illness in the Salem-Derry-Plaistow area. The project would serve 19 homeless individuals with serious mental illness.
- The Way Home, working in partnership with Southern NH Services and the Manchester Health Department, assisted the City of Manchester in obtaining a three-year HUD Lead Hazard Control grant totaling \$895,725.00, to make 135 units of housing lead-safe. The Way Home seeks to increase the number of lead-safe housing units that are made available and affordable for low income families.
- The Way Home received a 2003-06 renewal of the HUD Supportive Housing Program funding for their Steps to Success case management



(Photo by Bill Guinther)

for homeless families and individuals. Each year the project will serve seventy families and individuals from the Manchester Continuum of Care, including approximately ten homeless families staying at The Way Home's short-term transitional shelter.

- House Bill 1109, enacted in May of 2002, established a commission to recommend statutory and administrative changes which would improve the delivery of local assistance to those in need. On October 21, 2003 the Final Report of this Commission was presented. It addressed the problems relating to homeless assistance, standardization of welfare guidelines and disputes between municipalities.
- The State of New Hampshire Balance of State Continuum of Care (BOSCO) was notified by the U.S. Department of Housing and Urban Development in December of 2003 that they had received funding in the amount of \$2,353,069.00 as the result of a national competition for homeless funds. This represents an increase of \$937,836.00 over the previous year's competition. They also received an increase in McKinney Emergency Shelter Grant funds of \$36,145.00, for a total of \$477,145.00.



VI. State-Funded Homeless and Housing Activities Service Summary, SFY 2003

Shelter Service Totals

6,553 persons sheltered (Emergency and Transitional)

Of persons sheltered there were:

3,916 single adults

1,073 adults in families

674 adults in one-parent families

326 adults in two-parent families

60 individual adults in families without children

13 non-parent adults in families

1,564 children in the above one- and two-parent families

... including:

1,773 persons with known Mental Illness

2,268 persons with Substance Abuse

581 persons with Dual Diagnosis

613 victims of Domestic Violence

350 Veterans

24 persons with HIV/AIDS

Special Needs Programs

4,620 Homeless Outreach/Intervention clients served (within Balance of State Continuum of Care only)

96 Permanent Housing for Homeless Handicapped persons served

752 Projects for Assistance in Transition from Homelessness (PATH) persons outreached (FFY 2002)

591 PATH clients enrolled (FFY 2002)

Housing Security Guarantee Program

744 housing certificates issued

Rental Guarantee Program

40 grants issued

Appendix A, Notes on the Statistics

1. These statistics represent only those providers funded by or through the State. There are other New Hampshire emergency and homeless shelter service providers not reflected in our statistics. Furthermore, the State doesn't always fund the same providers every year. Changes in shelter capacity due to remodeling, expansion, or natural disasters also affect the reporting base.
2. Some of the formats and definitions of our reporting instruments have changed as we progress toward our goal of gathering more effective information and reflect changing federal definitions of some data elements. From time to time, confusion over earlier definitions has led the Office of Homeless and Housing Services to amend reporting instructions, leading some providers to slightly change the way they report. Such changes can make the comparison of certain homeless statistics over time a difficult process.
3. Some concepts, like shelter capacity, cannot be quantified precisely because they are affected by numerous factors. For example, women cannot be housed in a men's single shelter, nor can the general homeless population be housed in a specialty shelter. Many of our providers serve families. They use apartments and move beds in and out daily, according to family size, making the concept of capacity dynamic. Moreover, family sizes supported by Domestic Violence providers typically differ from those supported in Transi-

'I would like to explain how I became involved with the New Start Program. Unexpectedly, I found out that my husband had sexually assaulted our daughter. This was all done in a day or so. It was very tragic for us. Then, as time went on, it grew apparent that we may lose our home, and my daughter would have to suffer even more by losing her home, her school, her friends, and I just prayed for a miracle.

Eventually I was referred to the New Start Program which has been an answer to my prayers. We still reside in the same home that we were. My daughter has the same friends and the same school which gives her some continuity under this tragic circumstance, and has given us enough power of choice to do things for ourselves.

The staff of the New Start has also been most helpful to me. I am disabled, which made the situation harder to deal with because of my inability to do many things. They have always been there for myself and my daughter. It has meant the world to me. So now when I pray, I thank God that I came across New Start and was approved for it, and I think many other people could and should benefit from this sort of program in the right circumstances. Thank you for your time.'

Courtesy of New Start

tional housing. Thus, “capacity” represents a theoretical maximum and apartment based providers generally use averages.

4. Geographical distribution numbers reflect relative capacity rather than relative need. When programs are full, people requiring services have to seek whatever space there is, if even in a different part of the State.
5. The State Fiscal Year runs from July 1st to the following June 30th. However, several programs, especially those receiving federal funds, are required to report by different fiscal years. The Federal Fiscal Year (FFY) runs from October 1st to the following September 30th. Yet Congress imposes different fiscal years on different federal programs – and even on the same program over time – often unrelated to the FFY.
6. During the life of this commission, shelter providers have been requested to report by different time periods. Initially, quarterly statistics were required without an annual consolidation, leaving the potential for overlap between quarters. Since SFY '99, provider reports are submitted semi-annually, with the second report summarizing the entire fiscal year. We believe that this schedule has eliminated quarterly reporting overlap.❖



*This mural greets people in the entrance to Keystone Hall.
It was done as a public service project by students at Rivier College, Nashua.*

Appendix B

Homeless and Housing Glossary of Terms

Note: This glossary provides an overview of terminology common to the issue of New Hampshire homelessness and federal housing programs. Not all terms are used in this Annual Report.

Affordable Housing - Housing where the occupant is paying no more than 30% of income for gross housing costs, including utilities

APR - Annual Progress Report

Bed Night - One person sheltered one night

BOSCOC - Balance of State Continuum of Care; coordinated community-based process of identifying needs and building a system to address those needs

CAA - Community Action Agency

CAP - Community Action Program

CDBG - Community Development Block Grant

CMHS - Center for Mental Health Services (US)

Congregate Housing - Low income housing, predominately for elderly, handicapped, disabled, or displaced families

Consolidated Plan - State application to HUD for funding

CY - Calendar Year: January 1 to December 31

DBH - Division of Behavioral Health

DHHS - Department of Health and Human Services (New Hampshire)

Dual Diagnosed - (PATH definition) Co-occurring serious mental illness and substance abuse

DV Coalition - New Hampshire Domestic Violence Coalition

Entitlement Municipality - The cities of Manchester, Nashua, Portsmouth, Dover, and Rochester, which receive funds directly from HUD under section 106(b) of the federal act

ESG - Emergency Shelter Grant, State of New Hampshire or federal McKinney

Extremely Low Income - A household whose income is at or below 30% of the median family income of the area

FFY - Federal Fiscal Year: October 1 to September 30

HHS - The US Department of Health and Human Services

HMIS - Homeless Management Information System

HOIP - Statewide Homeless Outreach/Intervention Project

HOME - Home Investment Partnerships Program

HOPWA - Housing Opportunities for Persons With Aids

HSGP - Housing Security Guarantee Program

HUD - US Department of Housing and Urban Development

**Living Conditions, Homeless -
Unsheltered**

Abandoned Building
Automobile
Bridge
Hallway
Highway
Homemade Shelter
Public Building
Street
Substandard Housing
Tent
Transportation Facilities
Woods

Publicly Sheltered

Emergency Shelter
Foster Homes
Group Homes
Jail/Prison
Specialty Shelter

Privately Sheltered

Family or Friends (Doubled up)
Home
Hospital or Medical Clinic/Center
Hotel/Motel
Rental Housing

Low Income - A household whose income is at or below 80% of the median family income of the area

MFI - Median Family Income, a household income level set by HUD at \$66,100 statewide in New Hampshire for 2003 (the nationwide MFI in 2003 is \$56,500). As many households earn less than that figure as earn more.

Moderate Income - A household whose income is at or below the median family income of the area

MVAP - Merrimack Valley Assistance Program

NHHFA - New Hampshire Housing Finance Authority

NOFA - Notice Of Funding Availability

OHHS - the NH DHHS Office of Homeless and Housing Services

PATH - Projects for Assistance in Transition from Homelessness

PHH - Permanent Housing for Homeless Handicapped

PRA - Project-based Rental Assistance

RGP - Rental Guarantee Program

RSA - Revised Statutes Annotated

S+C - Shelter Plus Care

SFY - State Fiscal Year: July 1 to June 30

SHF - Supportive Housing Program

SNAP - Special Needs Assistance Programs

SRA - Sponsor-based Rental Assistance
SRO - Single Room Occupancy
SS - Supportive Services not in conjunction with housing
TANF - Temporary Assistance for Needy Families
TH - Transitional Housing
THH - Transitional Housing for Homeless Handicapped
TRA - Tenant-based Rental Assistance
Turnaway - Someone who asks for shelter, but cannot be sheltered
 Capacity Turnaway - Someone who cannot be sheltered because the shelter is full
 Other Turnaway - Someone who cannot be sheltered because they are not appropriate to the program (i.e. a single male at a women's shelter)
Very Low Income - A household whose income is at or below 50% of the median income of the area❖

Appendix C, Service Provider Matrix



This board is dedicated to the children of this house! These handprints on the wall represent the children who have passed through the doors of this house, and all the children who do not sleep in their own beds tonite! It was inspired by 2 women with young children who were residents at our shelter and wanted to send a message to others that entered through our doors.

Laurie Jewett, Southwestern Community Services

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Service Provider Matrix, 2003 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services					Homeless Prevention/ Intervention			Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH		
BELKNAP COUNTY												
Community Action Program Belknap-Merrimack Counties PO Box 1016 Concord, NH 03302-1016 (603) 225-3295					X	X	X					
GENESIS-The Counseling Group McGrath Street 111 Church Street Laconia, NH 03246 (603) 524-1100								X				X
Laconia Area Community Land Trust, Inc. PO Box 6104 Laconia, NH 03247-6104 (603) 524-0747			X									
New Beginnings-A Women's Crisis Center PO Box 622 Laconia, NH 03247 (603) 528-6511	X											
Open Arms Outreach 756 Union Avenue Laconia, NH 03246 (603) 524-4580			X									
The Salvation Army-Laconia 177 Union Avenue Laconia, NH 03246 (603) 524-1834		X										

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH	
CARROLL COUNTY											
Northern NH Mental Health and Developmental Services •Gilpin House 87 Washington Street Conway, NH 03818 (603) 447-3347									X		
Starting Point: Services for Victims of Domestic and Sexual Violence PO Box 1972 Conway, NH 03818 (603) 356-7993	X										
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 (603) 752-7001 – 1-800-552-4617					X	X	X			X	
CHESHIRE COUNTY											
Monadnock Family Services 64 Main Street, Ste. 301 Keene, NH 03431-3701 (603) 357-5270										X	
Southwestern Community Services, Inc. (Keene) •Monadnock Area Housing Coalition •NEXT STEP Transitional Housing 69Z Island Street PO Box 603 Keene, NH 03431 (603) 352-7512		X	X		X	X	X		X		

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH	
Women’s Crisis Services of the Monadnock Region 12 Court Street Keene, NH 03431-3402 (603) 352-3782	X										
COOS COUNTY											
Coos County Family Health Services, Inc. Response to Sexual & Domestic Violence 54 Willow Street Berlin, NH 03570 (603) 752-5679	X										
Tri-County Community Action Program, Inc. ●Coos, Carroll, Grafton Counties ●Friendship House 30 Exchange Street Berlin, NH 03570 1-800-552-4617					X	X	X		X	X	
Tri-County Community Action Program, Inc. ●Lynsey House Shelter 56 Prospect Street Lancaster, NH 03584 (603) 788-2344		X									
GRAFTON COUNTY											
Headrest, Inc. PO Box 247 Lebanon, NH 03766-0247 (603) 448-4872				X							

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH	
The Support Center at Burch House PO Box 965 Littleton, NH 03561 (603) 444-0624	X										
Tri-County Community Action Program, Inc. ●Pemi-Bridge House Shelter 41 Green Street Plymouth, NH 03223 (603) 536-7631		X									
Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-3423	X										
West Central Behavioral Health Pine Place 2 Whipple Place, Ste. 202 Lebanon, NH 03766 (603) 448-0126									X		
WISE (Women's Information & Services) 79 Hanover Street, Ste. 1 Lebanon, NH 03766 (603) 448-5922	X										
HILLSBOROUGH COUNTY											
Bridges P.O. Box 217 Nashua, NH 03061-0217 (603) 889-0858	X										

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH	
Child and Family Services of NH 99 Hanover Street PO Box 448 Manchester, NH 03105 (603) 668-1920				X		X					
Community Council of Nashua 7 Prospect Street Nashua, NH 03060 (603) 889-6147										X	
Families in Transition, Inc. 122 Market Street Manchester, NH 03101 (603) 641-9441 • Amherst Street • Spruce Street Apartments			X X								
Greater Nashua Council on Alcoholism • Keystone Hall Pine Street Extension Nashua, NH 03060 (603) 881-4848				X							
Harbor Homes • Amherst Street 12 Amherst Street Nashua, NH 03064 (603) 882-3616		X						X			
Helping Hands Outreach Ministries, Inc. 50 Lowell Street PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778			X								

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Manchester Emergency Housing, Inc. 11 Liberty Street Manchester, NH 03104 (603) 627-2636		X								
Nashua Pastoral Care Center 7 Concord Street Nashua, NH 03064 (603) 886-2866			X		X					
Nashua Soup Kitchen and Shelter PO Box 3116 Nashua, NH 03061-3116 (603) 889-7770		X	X							
New Hampshire Legal Assistance 1361 Elm Street, Ste. 307 Manchester, NH 03101 (603) 668-2900 or 1-800-562-3174						X				
New Horizons for New Hampshire • Emergency Shelter • Angie's Shelter For Women 199 Manchester Street Manchester, NH 03103 (603) 668-1877		X X								
St. John Neuman 708 Millford Road 101-A Merrimack, NH 03054 (603) 424-5685						X				
Southern New Hampshire Services, Inc. PO Box 5040 Manchester, NH 03108 (603) 668-8010						X				

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
The Mental Health Center of Greater Manchester •Gemini House 401 Cypress Street Manchester, NH 03103-3628 (603) 668-4111								X		X
The Way Home 214 Spruce Street Manchester, NH 03103 (603) 627-3491			X		X	X				
YWCA Crisis Service •Emily's Place 72 Concord Street Manchester, NH 03101 (603) 625-5785	X									
MERRIMACK COUNTY										
Community Action Program Belknap-Merrimack Counties, Inc. •New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295			X		X	X	X			
Community Services Council of NH •Franklin Falls Farm (603) 225-9694 •New Hampshire Helpline 1-800-852-3388 •Unite To Help (603) 225-9694 PO Box 2338 Concord, NH 03302-2338 (603) 225-9000					X	X X		X		

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH		
Merrimack County Rape and Domestic Violence Crisis Center PO Box 1344 Concord, NH 03302-1344 (603) 225-7376	X											
Merrimack Valley Assistance Program* PO Box 882 Concord, NH 03302-0882 (603) 226-0607						X						
<i>*The Merrimack Valley Assistance Program is the only HOPWA program.</i>												
New Hampshire Coalition Against Domestic And Sexual Violence PO Box 353 Concord, NH 03302 (603) 224-8893	X**											
<i>**This is an umbrella organization for domestic violence shelters and services.</i>												
New Hampshire Hospital 105 Pleasant Street Concord, NH 03301 (603) 271-5300 or 1-800-852-3345									X			
Riverbend Community Mental Health Services, Inc. PO Box 2032 Concord, NH 03302-2032 (603) 228-1551												X
The Friends Emergency Housing Program 30 Thompson Street Concord, NH 03301 (603) 228-1462		X										

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The Salvation Army ●McKenna House 100 S. Fruit Street Concord, NH 03301 (603) 225-5587		X									
ROCKINGHAM COUNTY											
Seacoast Task Force On Family Violence ●A Safe Place 6 Greenleaf Woods Unit 101 Portsmouth, NH 03801 (603) 436-4619	X										
AIDS Response to the Seacoast 1 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377						X					
CLM Behavioral Health Systems ●Beaver Lake Lodge Salem Professional Park 44 Stiles Road Salem, NH 03079 (603) 893-3548								X			
Cross Roads House, Inc. 600 Lafayette Road Portsmouth, NH 03801 (603) 436-2218		X	X								
New Generation, Inc. 568 Portsmouth Avenue PO Box 676 Greenland, NH 03840 (603) 436-4989				X							

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Rockingham Community Action, Inc. 7 Junkins Avenue Portsmouth, NH 03801 (603) 431-2911					X	X	X				
Seacoast Mental Health Center ●Springbrook 1145 Sagamore Avenue Portsmouth, NH 03801 (603) 431-6703								X			X
STRAFFORD COUNTY											
Behavioral Health & Developmental Services of Strafford County ●Tide View Estates ●Rochester Family Housing 113 Crosby Road, Ste. 1 Dover, NH 03820 (603) 749-4015								X	X		X
My Friend's Place 368 Washington Street Dover, NH 03820 (603) 749-3017		X							X		
Strafford County Community Action Committee PO Box 160 Dover, NH 03821-0160 (603) 749-1334					X	X	X				

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
SULLIVAN COUNTY										
Friends of Veterans c/o Vets Center Gilman Office Complex #2 White River Junction, VT 05001 (802) 295-2908						X				
Southwestern Community Services (including WES) PO Box 1338 Claremont, NH 03743 (603) 542-9528		X X	X		X	X	X		X	
Women's Supportive Services 11 School Street Claremont, NH 03743 (603) 543-0155	X									
Worcester County (MA) Veteran Hospice Homestead, Inc. 69 High Street Fitchburg, MA 01420 (978) 353-0234						X				